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CERTIFICATE OF TRANSMISSION BY FACSIMILE (37 CFR 1.8) Applicant(s): CHARLES E. REDDICK ET AL.			Docket No. 00356 (BLL-0038)
Application No.	Filing Date	Examiner	Group Art Unit
09/898,573	July 3, 2001	Vo, T. T.	2191
Invention: SOFTWARE	SUPPORT GUIDE SYSTEM A	ND METHOD	
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